

InTRAC

Indiana Telephone Relay Access Corporation
for the Hearing and Speech Impaired

June 25, 2008

Received & Inspected

JUN 27 2008

FCC Mail Room

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington D.C. 20554

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech
Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch:


Thank you for the opportunity to provide you with the information on Indiana's consumer complaint logs for June 1, 2007 through May 31, 2008. I have enclosed:

- Annual Indiana Complaint Log TRS/CapTel (6/01/07-5/31/08)
 - Original and four copies
- Supporting Diskette
- Cover Letter from Sprint

All of the consumer complaints regarding Relay Indiana Service have been resolved satisfactorily under 180 days. Sprint Customer Service recorded 48 complaints and a narrative of resolution accompanies each customer call. No complaints were filed directly with InTRAC.

If you need more information, please contact me at 317-334-1413 or by email, INRELAY@aol.com.

Sincerely,


Ginny Barr
Executive Director

Enc.

No. of Copies rec'd 0
List ABCDE



Sprint Nextel
10820 Sunset Office Drive, Ste 101
St. Louis, MO, 63127
Office: (800) 317-2199 Fax: (866) 241-7615
TTY or CapTel: (314) 835-0226 ext. 21

April Mason
Relay Program Manager
Sprint CapTel
april.x.mason@sprint.com

June 23, 2008

Mrs. Ginny Barr
Indiana Telephone Relay Access Corporation (InTRAC)
7702 Woodland Dr., Suite 250
Indianapolis, IN 46278

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Mrs. Barr,

Sprint has provided you the following information to support your filing with the FCC for the State of Indiana:

- An annual Complaint Log which includes complaints received between June 1, 2007 and May 31, 2008 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

Please note that the Public Notice from the FCC has not been released yet. As soon as I receive it, I will forward it to you.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

Please note that for your state you must send (1) an original and four copies of the printed report and (2) an electronic copy of the complaint log on a CD (formatted in an IBM compatible format using Word 97 or compatible software) on or before Tuesday, July 1, 2008. These items should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):

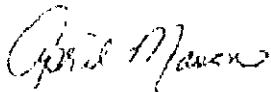
Marlene H. Dortch,
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Please also note that your state is also encouraged to send an additional printed copy on or before July 1, to the Consumer & Governmental Affairs Bureau of the FCC to:

ATTN: Arlene Alexander
Federal Communications Commission
Consumer & Governmental Affairs Bureau
445 12th St., SW, Rm 3-C408
Washington, DC 20554

Should you have any questions concerning this report, please contact me.

Sincerely,



April Mason
Relay Program Manager

Attachments:
1) Log Sheets
2) CD

JUN 27 2008

FCC Mail Room Complaint Tracking for IN (06/01/2007-05/31/2008). Total Customer Contacts: 48

<u>Tally</u>	<u>Date of Complaint</u>	<u>Nature of Complaint</u>	<u>Date of Resolution</u>	<u>Explanation of Resolution</u>
1	06/06/07	Billing - General	06/06/07	Assigned CapTel user's preferred carrier of choice designation to allow them to make long distance calls from CapTel.
2	06/07/07	TTY customer reports family, hospital and medical office cannot connect with her via IN Relay. (Advised customer that a Trouble Ticket and complaint would be entered) Customer requests contact as soon as possible.	7/23/2007	Relay Program Manager contacted the customer via email trying to confirm what kind of TTY the customer has. Once determined, then Relay Program Manager worked closely with the customer on configuring their device to high speed connection (i.e. changing the ASCII to TTY). After three attempts and no responses from the customer, this issue is now closed.
3	06/12/07	Customer stated that this agent gave her name and number to him. He was trying to call his parents and he heard the answering machine come on and lots of laughter. Customer was very unhappy with poor service. Apologized to the customer and assured him this would be forwarded to the appropriate supervisor. Follow-up is requested.	6/12/2007	Supervisor met with agent who stated the customer said something inappropriate to her and she chuckled. Agent was coached on the importance of demonstrating a professional demeanor when speaking to customers and to never give your name instead always provide your agent number. Agent understood. Contacted customer via land line (answering machine) on 6/13/07 at 1:45pm apologizing and stating appropriate action have been taken.
4	06/23/07	Customer states they were on a call and the line went dead. Never got a response from the operator. Customers does not know if the operator hung up or what. Apologized to the customer and informed that the issue would be sent to the operator's supervisor for follow up. Customer is satisfied and does not want a call back.	6/23/2007	Agent does not recall this call. There was a technical problem identified with turbo calls disconnecting. This issue is likely part of that problem and it has been reported for a fix.

5	06/26/07	Customer complained that operator typed (F) city and state Please GA although customer had given city and state up front, as instructed by customer service. No follow up needed.	6/26/2007	Team Leader coached agent to use (relaying your information) at the GA (Go Ahead) so TTY user doesn't have to retype the city and state.
6	06/27/07	Called Indiana Relay Speech To Speech (STS) number and no one answered. Called multiple times and from two different numbers with the same result. Apologize for the inconvenience, verified number with caller, suggested she try back tomorrow or call relay and ask for STS. Does not require a call back but just wants this fixed.	6/27/2007	Unable to resolve problem with limited information. Customer does not request a follow-up.
7	07/09/07	Agent relayed answering machine and TTY user typed "ok sk". After agent typed 'ga sk', TTY user typed "hello ga". Agent then typed "Would you like to make another call". TTY user was upset and said agent called back after they hung up. Team Leader observed the screen and agent did nothing wrong. Non agent error.	7/9/2007	Team Leader observed the call and there was no agent error. Agent followed instructions and processed call correctly.
8	07/26/07	Caller said agent forgot number dialing to and forgot to announce relay and did not respond to outbound when they answered the phone. Apologized for problem. Follow-up not requested on this issue.	7/26/2007	The alleged agent was not scheduled to work at the time of the incident reported to the representative.

9	07/29/07	Customer tried calling to order pizza three times, but each time the outbound did not receive a response from the agent and kept hanging up. Customer had their daughter call back to the pizzeria and the employee told her they could not hear the relay agent. May have been technical problems with headset or jack. The complaint came in at 4:55 pm on 7/26/07. No follow-ups with customer requested.	7/29/2007	Supervisor do not recall this specific call. However recalled agent was having problem with his headset. The Inbound caller hung up before agent made an attempt to redial with a new headset. This was attributed to faulty headset.
10	08/29/07	Disconnect/Reconnect during calls	8/29/2007	Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
11	08/30/07	IN TTY user called at 3:25 on 8/30/2007, complaining she is being billed for calls to Directory Assistance via relay, which should not be billed. Apologized, explained I would let technicians know. Entered Trouble Ticket. Customer wants contact with resolution.	8/30/2007	Relay Program Manager tried to contact the customer today at 1:35 p.m. via TTY but no answers and no answering machine. However, Relay Program Manager spoke with the Customer Service Representative to put Embarg as the long distance provider. Relay Program Manager spoke the customer and informed the customer that her long distance carrier has been in the profile as preferred Carrier of Choice. Also, since she has been billed for calls to DA, she has shown copies of her bills to the customer service and will be reimbursed.
12	09/10/07	Caller ID	9/14/2007	A technical problem was reported that affected how Caller ID propagates through the CapTel system. This affected a small number of users. Technical support has a manual adjustment in place to provide correct Caller ID detail until our equipment vendor can provide a permanent solution.

13	09/10/07	Caller ID	09/14/07	A technical problem was reported that affected how CID propagates through the CapTel system. This affected a small number of users. Tech support has a manual adjustment in place to provide correct CID detail until our equipment vendor can provide a permanent solution.
14	09/12/07	Captions Lag too far behind voice	09/12/07	Customer shared feedback regarding the seconds of lag time behind the spoken word. Customer Service researched and found seconds of delay slightly higher than the standard 3-4 seconds norm. Customer Service Rep apologized for incidence and thanked customer for the feedback and informed appropriate captioning service staff for Communication Assistant training follow up.
15	09/19/07	Voice person works at a Public library and receives relay calls. However, relay calls has been coming in with loud static and has poor connection. Customer would like this resolved. Apologized for the inconvenience and assured the customer that it will be put into a Trouble ticketing System. Doesn't want a follow up.	9/19/2007	Customer does not want follow ups. Case is now closed.
16	09/26/07	Customer states that when calling in to relay service his Voice Carry Over branding is not showing but shows as Voice. When transferred to Customer service it clearly showed as Voice Carry Over. Relay Customer Service response: Apologized for the problem and assured that a trouble ticket would be turned in on the problem.	4/25/2008	Relay Program Manager called customer to confirm that branding is working. It is now working, although some garbling appeared on this call. Relay Program Manager will follow up with customer using e mail as he has some other questions. Relay Program Manager now acknowledged that his profile has been updated and that he is branded as Voice Carry Over customer. Customer is now satisfied.

17	09/26/07	Captions Lag too far behind voice	09/26/07	Customer shared feedback regarding captioning speed during conference calls. Customer Service Rep apologized for lagging captions during conference calls. Also explained captioning is difficult with many people talking about technical information inherent to call type. Suggested options for catching the call back up to real time. Customer was thankful for tips on handling conference calls. Rep advised customer that if call was unusually poor to document the date, time, Communication Assistant # in order for more specific follow up by call center personnel.
18	09/27/07	Customer states that his Voice Carry Over calls are showing as Voice calls when calling in to IN relay service. When he is transferred to customer service his call is clearly showing as Voice Carry Over. Relay Customer Service response: Apologized for the problem and assured that a trouble ticket would be turned in on the problem.	4/17/2008	Double complaint. Will close this.
19	10/01/07	Technical - General	10/1/2007	Technical support made an adjustment in the system to resolve other party's experience. Other party now able to make captioned calls to CapTel user successfully.

20	10/02/07	Customer said that agent did not type what she had said. Customer was disappointed and not satisfied with the relay services. Educated the customer of a new program. Customer was mad because relay did not let her know that she was breaking up.	10/2/2007	Team Leader took the complaint and coached the agent on letting customer know if having difficulty hearing. Customer was very upset with relay and nothing supervisor said would help.
21	10/02/07	Agent didn't dial out fast enough on 2nd call and took a long time to get manager. Technical issues with the new system. Could not get call to dial out. Team Leader tried to help with call, but would not go through. Non agent error. Several trouble tickets written on this issue though-out the week.	10/2/2007	Customer did not request follow ups. Case is now closed.
22	10/10/07	This agent was very stubborn. She failed to listen to TTY user and did not type answering machine to TTY user. Then hung up on TTY user when they asked to speak to a supervisor. Apologized to the customer and told them this would be forwarded to the agent's supervisor.	10/10/2007	Team Leader met with this agent. Agent does not remember the call. Agent was coached to always type answering machine recordings unless instructed otherwise by the customer. Also explained the consequences of disconnecting customers. Agent understands.
23	10/10/07	Operator was really getting customer upset because he was using a lot of shorthand and missing letters. The agent did not make any sense and the customer was not satisfied with his typing.	10/10/2007	Team Leader met with agent. Discussed using only Sprint approved abbreviations. Also let the agent know that he can use other abbreviations if the customer uses them first. Reviewed importance of accuracy when typing to customers. Agent understands. Team Leader sent an email to the customer on 10/12/07 at 4:45 p.m.

24	10/18/07	Customer reports dialing 711 on 10/18/07 at 11:25 AM. There was no answer. Customer tried multiple times. Apologized. Trouble Ticket was opened. No follow up.	10/18/2007	Customer does not request follow ups. However, Relay Program Manager acknowledged this information.
25	10/21/07	Stated agent didn't let caller know there was a live person or an answering machine or to let him leave a message.	10/21/2007	Supervisor observed the screen and noted that the agent did follow proper procedure. Kept the customer informed at every step. Could have been a technical issue on the TTY user's end. Non agent error
26	10/21/07	Customer said that agent confused him when getting a Directory Assistant. Wanted number for pharmacy and said agent didn't get information.	10/21/2007	Supervisor observed screen and contents of call. Agent followed instructions and kept customer informed. Did get the number for the pharmacy from Directory Assistance. Customer was unhappy with relay in general. Non agent error.
27	10/23/07	Voice Carry Over customer states that he dialed the Voice Carry Over line twice and got the same agent twice in a row and asked the agent to dial to the voice mail to retrieve messages and there was no response either time. The customer is not sure if they were disconnected or what. The call took place on, 10/23/07, at approximately 1:45 EDT. No follow-up requested.	10/23/2007	Agent recalls came in on Voice Carry Over line but was typing so agent switched to TTY line, then caller started talking so agent switched back to Voice Carry Over line. This kept happening and agent was unable to connect although was trying.

28	10/23/07	An IN TTY customer called to report that she has been billed the past several months by Sprint even though her preferred Carrier of Choice is AT&T. She feels this is a problem in the relay system. Apologized. Verified that all her info for billing was set up for AT&T. Opened Trouble Ticket. Follow-up requested.	10/23/2007	Spoke to the customer's sister regarding this situation. She understood that she would have to call the Traditional Relay Service Customer Service and clarify this as to why customer was still being billed even though her profile/database was updated with AT&T as preferred Carrier of Choice. Also educated the customer that she would get credit for that as long as show the copy of bill via mail or fax to the Traditional Relay Service Customer Service. Relay Program Manager also sent the customer via email with explanation and she was satisfied.
29	11/11/07	She states that her friends have been experiencing a lot of problems reaching relay and placing calls through relay. They state for long periods of time they cannot reach relay and only hear "screeching" sounds on the line. Also, at times when she knows she's been home the operator says there is a busy signal or that there is no answer. Also, calls being dropped in the middle of calls when they are able to reach her. She would like the technicians to check into these problems to see if this can be corrected. I	4/17/2008	Customer did not request follow-ups. However, Relay Program Manager acknowledged the problem.
30	11/28/07	Customer states that when calling through SprintIP she was getting double typing and very slow transmission on her whole call. Relay Customer Service response: We apologized for the problem and let her know we would turn in a trouble ticket. Also let her know it was a known issue with SprintIP. Trouble Ticket was created.	4/17/2008	Customer does not request follow ups. Case is closed.
31	12/26/07	Billing - General	12/26/07	Advised customer that they should obtain a calling card or long distance carrier to avoid being blocked from long distance calls due to no long distance access from their provider.

32	01/04/08	Voice customer reaches TTY tones when dialing 711 from residential numbers. Customer reports the problem occurred from many different residential numbers. (Complaint info taken by supervisor who assisted on call. Customer advised that a Trouble Ticket would be entered) Customer request contact as soon as possible.	5/2/2008	The complaint was supposed to be closed. Relay Program Manager and Relay Program Manager Supervisor has taken care of this complaint and the customer is satisfied with the service.
33	01/04/08	Customer's family members, associates, doctor's office cannot get through to relay using either 711 or the correct 800 number. Voice customers continually get a busy signal (once as long as 2 hours), a silent line or clicking noise. Very few times does a person actually get through. Wants all agents to follow her customer notes and not use abbreviations.	1/4/2008	In the past couple of weeks, Team Leader tried several times to explain that there might be something wrong with the phone line in the area and for customer to check with her local phone company. Customer said there was nothing wrong with her phone and wanted to speak to someone higher up. Forwarded complaint to customer service. Complaint came in on 1/4/08 at 2:17 pm. Customer received instructions/information that the customer's sister is branded as 'voice' so when she dials to the relay number either 711 or 800-743-3333 our system will connect sooner. Her sister is also noted as a voice caller so the agent can
34	01/08/08	Business customer reports she was nearly defrauded through calls from Sprinted. Customer "let her guard down" because she thought it was a deaf person was calling. In time it became apparent the caller was mis-using the Relay Service. Apologized. Provided number to FCC. No follow up.	1/8/2008	Educated customer on the value of the State and Internet Relay services. Provided telephone number for Federal Communications Commission.
35	01/10/08	Accuracy of captions	1/10/2008	Customer shared feedback regarding accuracy of captions. Customer Service Representative apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer to document the date* time* Communication Assistant for more specific follow up.

36	01/12/08	Voice Carry Over customer said that about 45 minutes into his call he started to receive double words from the agent. The agent's screen showed perfect typing. Customer said this has been an ongoing problem and has talked to Customer Service before regarding the issue. I apologized to the customer and told him that I would send in a trouble ticket. Customer would like follow up call or e-mail from a technician.	1/12/2008	The center technician contacted this customer and did test calls. The typing speed has been reduced to 40 wpm and Turbo Code has been turned off. Customer has several devices sharing this phone line which could also be causing some garbling.
37	01/14/08	Agent was impatient and typing while customer was typing. Also did not follow customer notes for long distance and local calls instructions.	1/14/2008	Forwarded complaint on to supervisor for follow-up in following customer instructions and waiting for customer to finish typing. Complaint came in on 1/13/08 at 11:17 am. Team Leader spoke with this agent. He coached her on waiting for the customer to stop typing and reading customer notes. Also to call for help if necessary. Agent apologized for any inconvenience.
38	01/19/08	The agent made a mistake while dialing out and did not confirm if the number was local or long distance. Complaint occurred on 1/14/08 at 1:30 pm.	1/19/2008	Team Leader spoke with this agent immediately after the complaint. From looking at the screen, the agent did dial the correct number given by the customer. However, the agent did not confirm if the number was local or long distance. Agent apologized for mistake. Team Leader coached on reading and following inbound notes and asking for assistance if needed.
39	01/19/08	Caller first stated that hearing friend said operator sounded rude. When asked agent number, switched to present operator who customer said did not put call through or inform them what was going on. When the agent asked for specifics, the caller disconnected.	1/19/2008	This agent is still in training. Trainer was assisting the trainee with the call and the agent did nothing wrong. The agent followed all procedures correctly. Non agent error. No action taken with agent.

40	01/22/08	Customer reports problem with Relay equipment locking up during Voice Carry Over to voice mail. Created Trouble Ticket. Customer requests contact- customer complains management does not contact him via email or phone regarding complaints.	4/25/2008	Technician did some testing and the position where this lock up occurred is operational. Relay Program Manager notified customer via e mail (per his request) that the problem should be fixed now.
41	02/04/08	Customer stated that she was talking to her 92 year old Mother and Agent was very rude when asked to repeat what her Mother typed. Apologized to customer. No follow up requested.	2/4/2008	Coached operator on procedure that when asked to repeat what was just said. Rudeness is not tolerated and disciplinary action will be taken.
42	02/04/08	Voice Carry Over customer is coming in to Customer Service with her Voice Carry Over Branding but when calling this agent, the branding is not showing. This call took place this morning at approximately 10 a.m. CST. Apologized, Trouble Ticket was created. No follow-up requested.	2/4/2008	Customer does not request follow ups. Case is now closed.
43	02/11/08	IN Voice caller complains when they dial 711 or 800-743-3333, there is just static, preventing them from reaching relay to call their TTY user friend. Apologized, performed successful test call with no issues. Encouraged caller to check with local telephone provider and explained I would alert the techs to check the issue. Entered Trouble Ticket. Customer does want contact with resolution.	2/11/2008	Without agent ID's unable to narrow this down per center. Test calls had no static on the line. If we had agent ID's we would be able to see if it is site specific or position specific. Relay Program Manager to follow up with customer. Just spoke with the customer via Video Relay Service and the customer expressed satisfaction with the current Relay. The issue is now resolved.

44	02/25/08	Accuracy of captions	2/25/2008	Customer shared generalized feedback regarding accuracy of captions for work CapTel phone. Customer Service Rep apologized for incidence and thanked customer for the feedback and informed them that the feedback would be shared with appropriate captioning service staff. Advised customer that if they document the date, time, and Communication Assistant # we can do more precise follow up with the Communication Assistant and or Communication Assistant supervisor. Also provided information on how captions are generated and the process involved.
45	03/04/08	Accuracy of captions	3/4/2008	Customer shared feedback regarding accuracy of captions on a sensitive call. Customer Service Representative apologized for incidence and thanked customer for the feedback. In addition arranged for some consumer education support training to assist customer in learning how the captioning process works.
46	03/27/08	After completion of the call TTY customer stated that this agent typed poorly as there were a lot of misspelling and garbling. Requested me to review the texts on agent's screen. I reviewed and found that there were no misspelling. TTY customer also stated that I had several misspelling (and there were none). Stated that he has been getting a lot of garbling and misspelling from the agents and wanted this addressed. Turbo code was turned off and typing speed reduced to 45 WPM. Problem persisted. Apologized for the inconvenience and	3/27/2008	Customer did not request follow ups. Case is now closed.
47	04/21/08	Voice person dialed into Relay by mistake and when Communication Assistant answered the phone, she was a very rude person.	4/21/2008	Insufficient information as to how was the agent rude to the customer. Followed up with agent regardless and agent doesn't know how she was perceived rude by the customer.

48	04/30/08	IN Voice Carry Over customer is experiencing garbling on relay calls. Customer service apologized to the customer and turned in Trouble Ticket. Customer did not say whether or not he wanted a follow up. Customer said to contact his Audiologist to find out what type of Voice Carry Over machine he is using.	4/30/2008	Technician reports this issue warrants further investigation. Will update this ticket as updates are available. Customer does not know what kind of Voice Carry Over phone he is using, and he has numerous other functions on the line which could be causing garbling as well. Technician has contacted customer. After several test calls, it was determined the customer should disable Turbo code and slow typing speed to 40 WPM.
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DOCKET NO.

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (NOT FOR PUBLIC INSPECTION)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- o Microfilm, microform, certain photographs or videotape.
- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

The actual document, page(s) or materials may be reviewed (EXCLUDING CONFIDENTIAL DOCUMENTS) by contacting an Information Technician at the FCC Reference Information Centers) at 445 12th Street, SW, Washington, DC, Room CY-A257. Please note the applicable docket or rulemaking number, document type and any other relevant information about the document in order to ensure speedy retrieval by the Information Technician

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